



Discovery Education

Import Users

Importing Teacher and Student Accounts

Instead of registering users individually, you have the option of importing numerous users at one time. You will need administrative access to www.discoveryeducation.com. Click on *My Admin* to access the administrative page and options to import teachers and students.

Click on *Import teachers* to access the import page. Click to download the spreadsheet for importing either teacher or student user accounts under Step 1.

Import

STEP 1 **Begin** by clicking on the link below to download the import spreadsheet. The link to the right provides a PDF with instructions for completing the Excel spreadsheet. After completing, continue to step 2.



Once you download the spreadsheet for either teacher or student, the account name, site name, passcode, and the role will pre-populate for all the buildings within your district. Please note that teachers and student at the same school will have different passcodes.

	A	B	C	D	E	F	G	H	I	J	K	L
1	AccountName	SiteName	Passcode	Firstname	Lastname	Email	UserId	Password	Grade	ParentEmail	StudentId	Role
2	_School District	School A	XXXX-1234									TEACHER
3	_School District	School A	ABCD-XXXX									STUDENT

For teachers, you will be required to insert the following fields: First name, Last name, Email, User ID, and Password for each imported user. For students, you are required to insert the following fields: First name, Last name, User ID, Password. The following are optional fields for student accounts: Grade, Parent Email, and Student ID.

Please note that user ids or usernames must be unique to all of Discovery Education and not just unique to your school or district.

When creating user ids for your teacher/students, we suggest adding a unique identifier to the end of each username, such as the mascot or the school name. For example, a user id for Susan Smith would be ssmith_tigers or ssmith_lincoln.



If you are importing multiple users into a specific building, you must copy and paste the pre-populated information (passcode, Role, etc.) into each row so that each user can be imported properly. **Please make sure that the school passcodes are correct for each user before importing.** You will need to remove all spaces within each cell and delete the school listings that you are not using for the import. All columns must remain even if they are not used.

Please do not change or delete the headers, as they must match the original template as shown below. All columns MUST remain in the same order.

	A	B	C	D	E	F	G	H	I	J	K	L
1	AccountName	SiteName	Passcode	Firstname	Lastname	Email	UserId	Password	Grade	ParentEmail	StudentId	Role
2	School District	School A	XXXX-1234	Jon	Doe	jdoe@lincoln.edu	Jdoe_Sharks	Lincoln				TEACHER
3	School District	School B	1234-XXXX	Jane	Smith	Jane@wesths.edu	Jane_S.west	smith				TEACHER
4	School District	School B	ABCD-1234	Mike	Henry		123456_Tigers	Tigers	3	parent@email.com	123456	STUDENT

Once you complete the data entry, save the spreadsheet as a .csv file onto your desktop. Go back into your My Admin and click on “Upload Spreadsheet” under Step 2 to import the file.

STEP 2 Click the upload button below and select your completed spreadsheet. Wait 24 hours for processing. Then continue to step 3.



A pop-up window will appear for you to browse for the spreadsheet on your desktop. Click on “upload” to begin the import process.

Choose File to Import

The process will take 24 hours for users to import. Once uploaded, your import will appear under your “List of Imports” with a status message of “Pending... (available after 24 hours)”.

After 24 hours, the status of your import will update. As part of Step 3 to complete the process, check to see if your users imported successfully. If there was an error with your import, the listing will appear the next day with either “Error - *Action Required*” or “Error – Import Work Details”. Click on the link to view the spreadsheet with the error messages.



Error messages explanations:

Error – Import Work Details

Data or format on the spreadsheet is incorrect. Please review the instructions above to ensure that the format of the spreadsheet is correct.

Error - Action Required

One of the following issues below will appear in column N under ErrorMsg.

Userid / UID exists but is not in the department specified

Username is already in use. Choose another username for this user. Suggested username is provided in Column M under Suggested_UserId.

More than one user exists with this userid

Username is already in use. Choose another username for this user. Suggested username is provided in Column M under Suggested_UserId.

More than one user exists with this email address.

A user account in our system is already using the same email address. The user may already have an account in use.

Please make sure to remove columns M and N before re-importing your spreadsheet. The format of the spreadsheet must match the format detailed above. Once you have corrected the errors, make sure to save the .csv file on your desktop before clicking on the “upload again” link to re-import the spreadsheet.

If you have any questions, please feel free to contact the Customer & Technical Support Team at 800-323-9084 or education_info@discovery.com.